

ORIGINAL

NEW APPLICATION



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CenturyLink™

November 14, 2016

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED

NOV 14 2016



T-01051B-16-0418

Dear Sir or Madam:

This filing is being made on behalf of Qwest Corporation d/b/a CenturyLink QC, Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to QC's Access Service Tariff No. 4.

The purpose of this filing is to revise terms associated with cancellation of customer orders contained in the Tariff. Current language is not clear as to what happens to the customer's order when the customer fails to respond to company inquiries within 30 days after the original service date. Company processes differ by Legacy Company on when billing begins and when the orders should be cancelled and there is strong desire to have standard company processes. Accordingly, Service Date Change language is being changed to a standardized format and language surrounding the number of days that existing service orders can be delayed is being set at 60 days.

CenturyLink QC respectfully requests that this proposed changes become effective January 1, 2017.

If you have any questions regarding this filing, please contact me directly.

Sincerely,

Mark Brinton
Manager Regulatory Operations
Office: (303) 992-5832
e-mail: Mark.Brinton@CenturyLink.com
Enclosures

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Issued: November 14, 2016

Effective: January 1, 2017

5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS (Cont'd)

A. Service Date Change

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than sixty (60) calendar days. When, for any reason, the customer wishes to change the service date the customer should notify the Company before the original service date to request a different service date. If the customer requested service date is more than sixty (60) calendar days after the original service date, the order will be canceled by the Company and reissued with the appropriate cancellation charges applied, unless the customer indicates that billing for the service is to commence as set forth in 5.2.3, following. (C)

A new service date may be established that is prior to the original Standard or Negotiated Interval service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. (C)

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges as set forth in the Competitive Private Line Transport Services Tariff, will apply.

B. Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service facilities, lines or trunks will be treated as a partial cancellation and the charges as set forth in 5.2.3, following, will apply.

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5. ORDERING OPTIONS FOR ACCESS SERVICE

5.2 ACCESS ORDER

5.2.2 ACCESS ORDER MODIFICATIONS (Cont'd)

5.2.3 CANCELLATION OF AN ACCESS ORDER

A. A customer may cancel an Access Order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days. If a customer or a customer's end user is unable to accept Access Service within thirty (30) calendar days after the original service date, the following will occur:

- The Access Order will be canceled and charges set forth in D. and E. following, will apply if the service has not been fully provisioned; or
- The Access Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

(C)

(C)

(C)

(D)

(D)